

MCAC ELIGIBILITY AND ENROLLMENT (E&E) SUBCOMMITTEE MEETING



March 22, 2023

Update on Medicaid Renewal

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Briefing on Medicaid Renewal: What Stakeholders Need to Know

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Presentation Overview

- Background on Medicaid Renewals
- Using District Direct
- Renewal Timeline
- The District's Stakeholder Toolkit
- Key Messages for Beneficiaries and Stakeholders
- Communication and Notices on Medicaid Renewal
- Next Steps



Medicaid Beneficiaries Will Have to Renew Their Coverage for the First Time in 3+ Years



- In March 2020, CMS temporarily waived the need to renew Medicaid coverage and states received a 6.2% financial boost to accommodate the increased enrollment.
- Medicaid enrollment has increased ~20% since the start of the public health emergency –just over 300,000 District residents are now enrolled in Medicaid.
- At the end of 2022, Congress passed legislation ending the continuous eligibility requirement on March 31, 2023.
- The District will be required to restart Medicaid eligibility **renewals beginning April 1, 2023**. (Alliance and Immigrant Children’s Program renewals started in July 2022).
- Many beneficiaries don’t have updated or relevant contact information available to DHCF.
- DHCF is required to contact people via mail to renew their coverage –but if our address on file is outdated, it creates a challenge.



Using District Direct to Renew Coverage



- Eligibility for Medicaid, SNAP, and TANF have now moved to District Direct.
- District Direct is available online or as a phone App.
- DHCF expects approximately 186,000 people (77% of MAGI beneficiaries) to passively renew, meaning no action by the beneficiary is needed to keep coverage.
- Applications through District Direct require more upfront information, so beneficiaries who are eligible for Medicaid through disability or age-related reasons (non-MAGI) will have to complete a renewal form (approx. 46,000 people).
- District Direct allows beneficiaries to change their address, update their contact information, and even apply for/renew their coverage online.
- Our messaging will lead people to try District Direct first. We know some people won't be able to navigate the online system, so we'll have a call center and in person renewal options, as well.



Passive & Non-Passive Renewal Timeline April 2023-March 2024

Passive Renewal Initiation
DCAS electronically verifies eligibility factors using Federal & Local data.

Passive Renewal Notice
If the beneficiary is found eligible or ineligible for Medicaid, DCAS sends a disposition notice pre-populated with all their information used for the determination. Notice informs the beneficiary of how to edit the information and return supporting documents if the pre-populated form is incorrect.

Renewal is Due
If pre-populated form and verifications are not received, Medicaid coverage must be discontinued.

Grace Period Ends
From this point on the beneficiary must submit a new application.



Outstanding Verifications
If Medicaid cannot be determined electronically, a pre-populated form will be generated to the beneficiary asking for outstanding verification and how submit documentation and complete the renewal.

30-Day Notice
If pre-populated form and verifications are not received, DCAS will send the beneficiary a notice informing Medicaid closure will occur 30 days.

Grace Period
Beneficiary may still submit outstanding verifications during this period and such submission will be considered as a renewal.

***BEC- Before the End of Certification Period**



DHCF Website Contains Useful Information to Renew Coverage and Share With Beneficiaries



- The DHCF Website now includes key information and communication messaging on Medicaid Renewal Restart:
 - Encourages beneficiaries to update contact information
 - Educate beneficiaries on how to use District Direct to update contact information
 - View sample Renewal Forms and commonly issued notices
 - Communication Stakeholder Toolkit
- Find it at <https://dhcf.dc.gov/medicaid-renewal>



Stakeholder Toolkit is Assisting Stakeholders with Messaging and Further Details



- DHCF's website has a **Stakeholder Toolkit** on Medicaid Renewals. This is for internal and external use!
- The **Stakeholder Toolkit** contains:
 - Background
 - Key Messages
 - Downloadable fliers to print, post, and share
 - Draft social media posts and messaging
 - Drop In Article to put in your agency newsletter or bulletin board
 - Email and Website Text
 - Phone Call Scripts including information on District Direct registration
 - FAQs



Key Messaging for Beneficiaries: Don't Wait to Update! Then Check Mail for Important Information!



What Beneficiaries Can Do Right Now

- Don't Wait to Update!: Update your contact information by logging into District Direct. If DHCF does not have the proper contact information, you will not receive notice of the need to renew your coverage through the mail or other means!
- Check Your Mail: DHCF will mail you a letter about your Medicaid, Alliance, or ICP coverage. This letter will also let you know when it's time to complete your renewal.

What To Do After Receiving Your Renewal Notice

- Complete your renewal by using districtdirect.dc.gov or fill out the form and mail/fax/drop at Service Center immediately to help avoid a gap in your coverage.



Stakeholders Are Needed to Assist with Outreach and Beneficiary Engagement



1. Share our materials on your website, social media, locations, and at community meetings.
2. Encourage beneficiaries to update their information and support people who have difficulty creating an account or accessing districtdirect.dc.gov to ensure that they receive the necessary paperwork.
3. Train existing staff to assist beneficiaries with the renewal process, including completing and submitting all forms and required documents to avoid a break in coverage.
4. Identify individuals in your existing system, coalitions, or networks who may be at risk for not renewing their coverage and encourage them to access and use our resources.
5. Assist individuals who lost eligibility due to non-submission of renewal forms to promptly begin the reinstatement process –there is a 90-day reinstatement period.



Communication on Medicaid Renewal– Outreach to Beneficiaries

- DHCF will send Renewal Packets to beneficiaries who cannot passively renew coverage.
- The District may text the cell numbers of beneficiaries to ask beneficiaries to update their address and/or complete their renewal packet.
- The District may conduct automated phone calls to ask beneficiaries to update their contact information and/or complete their renewal packet.
 - This was determined to be legal by the FCC in January 2023
- DHCF will host pop up events. Let us know which of your meetings, events, and programs we can join!
- DHCF is staffing up our call center to be able to field questions and concerns. The center can also update addresses for beneficiaries.



Communication on Medicaid Renewal–External Outreach



- The District wants to join meetings of key stakeholders to explain Medicaid Renewal
 - DHCF staff would attend meetings hosted by your agency -or that your agency knows about –*send invites to us via email at Medicaid.restart@dc.gov.*
- The District provided a Stakeholder Toolkit to guide public outreach from stakeholders (draft social media, etc.), walk through the District Direct enrollment process, provide fliers for distribution, and more.
- The District created a website with information on Medicaid Renewal and the End of the Public Health Emergency that will host the Unwinding Plan, Stakeholder Toolkit, meeting info, etc.
- The District will hold regular public meetings every other week - starting at 2:30 pm on March 29 and continuing every-other-Wednesday at 2:30 p.m.
 - *Please email Medicaid.restart@dc.gov to join the meetings and related mailing list*
- The District has hired a contractor to place visuals and audio Advertisements for Medicaid Renewal around the District starting this month and continuing throughout 2023.



Visual Advertisements – Don't Wait to Update!



Did you know all DC residents with Medicaid, Alliance, or the Immigrant Children's Program must start renewing their coverage again?



Don't miss out on important information. If you haven't already, take time today to update your address, phone number, and/or email address at districtdirect.dc.gov so that DHCDF knows where to send your Medicaid renewal letter.

Then check your mail for info on how to renew. If you need help, please call us at **202-727-5355**.






Don't Wait to Update!

All DC residents with **Medicaid** must renew their coverage this year.

Update your contact info at districtdirect.dc.gov.







Next Steps



- Advertisements are rolling out this month.
- Per Federal guidance, renewals will start on April 1, 2023. People will renew for the next 14 months.
- DHCF will host trainings on District Direct and how to complete Medicaid renewal form. *If you'd like to request a training let us know. Training videos will also be available.*
- Meetings on Medicaid Renewal will begin on March 29 @ 2:30 PM and continue every 2 weeks.
- Please contact Medicaid.renewal@dc.gov for more information or to get connected to the meetings and trainings.
- **For Discussion:** What do you need from DHCF to ensure you're able to help with the success of Medicaid Renewal?

Monthly Enrollment Report Update

April Grady, Director, Analytics and Policy Research Administration, DHCF

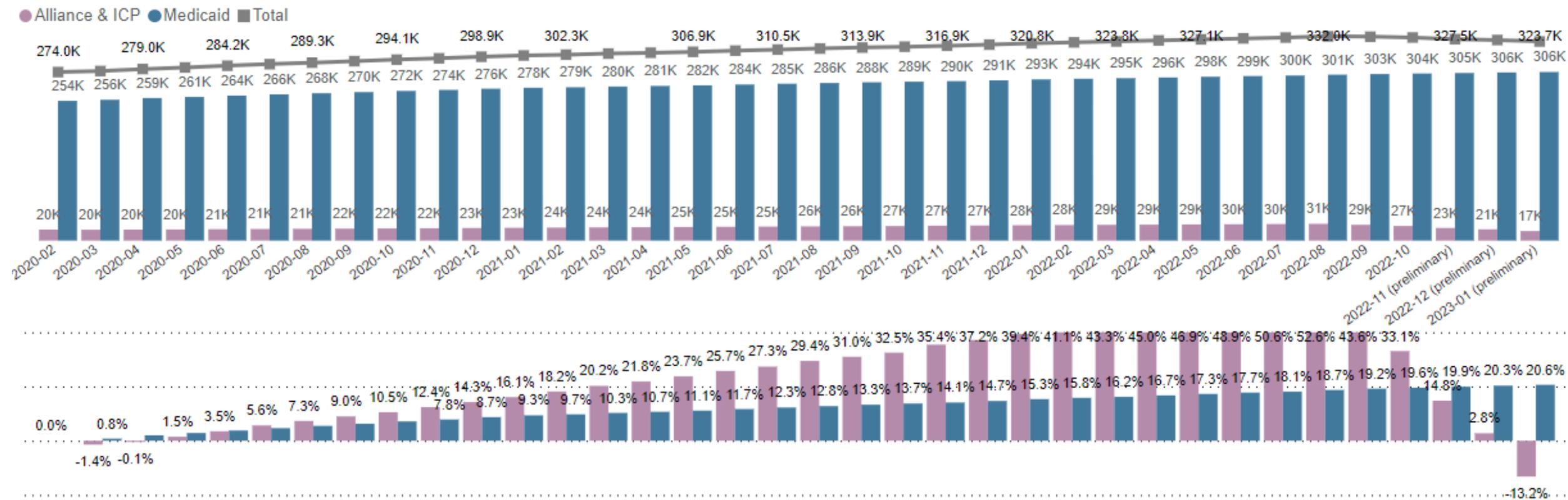
Update on Enrollment Through January 2023



DHCf enrollment for January was **323,696**

- **Medicaid** (306,325) has grown by **20.6%** since February 2020 (prior to the federal public health emergency)
- **Alliance** (14,259) and **ICP** (3,112) enrollment is now decreasing as renewals are conducted, after having grown by more than 50% from February 2020 through August 2022
- Monthly reports with additional detail are on the DHCf website: <https://dhcf.dc.gov/node/1180991>

Number Enrolled and Percentage Change in Enrollment Since February 2020 by Program



Questions and Comments